

02-176 - Model 579 A-Pillar Fairing Adhesive Failure

2/28/2023

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02-176

Model 579 A-Pillar Fairing Adhesive Failure

Subject

Model 579 A-Pillar Fairing Adhesive Failure

Whats New Abstract

Model 579 A-pillar fairing adhesive is not properly securing the fairing to the cab structure.

Condition

The A-pillar fairing adhesive is failing and causing loosening at upper mounting tab location, which will result in one or more of the following:

- loose A-pillar fairing
- knocking
- dramatic vibration
- wind noise on either side of the windshield

Chassis Affected

6,304 Model 579 chassis manufactured from 4/26/2021 through 7/14/2022.

Action

Campaign

Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis. This campaign can be performed at any time convenient for the customer (for example: during next scheduled maintenance interval).

Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list. Review the DWWC or SIR for "Complete" next to the "02176" campaign code prior to performing this repair.

Follow the procedures below to properly secure both the driver and passenger side the A-pillar fairings.

Situation

6,304 Model 579 chassis manufactured from 4/26/2021 through 7/14/2022.

Warranty

For repairs completed by 03/01/2024, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

For Dealers using the PRWS Warranty Application, select the Quick Claim from the Recommended Repair section.

- **0.3 hours** labor to apply adhesive to the driver and passenger side A-pillar fairings per the procedure. Use Quick Claim Code **02176**.
- For extraordinary circumstances use 02176 and select the "gear" icon to edit as needed. A quick claim must be

filed first prior to any claim for extraordinary circumstances or progressive damages.

- File the claim within 14 days in accordance with the Warranty Policy.

PRWS CLAIM CODING			
Campaign Code:	02176	Campaign Type	Field Repair
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	009	Causal Code	100
Corrective Action Code	12	Responsibility Code:	Camp
Failure Location	002-007-012	Causal Part	R22-6350/R
Supplier Code	N/A	SRT Code	B02-176

Parts

Parts are available from PACCAR Parts.

Quantity	Part Number	Description
1	R42-6121	ManusBond Sealer 10.1oz

There is a 9 month shelf life for unopened adhesive.
Store adhesive below 80°F.

Background

The Model 579 A-pillar fairing underwent a material change and the adhesive used to secure the fairing was not

updated at the time of the change.

Procedure

Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained.

See Link below for detailed procedure.

This procedure can be used for both driver and passenger sides of a chassis.

Attachments

[02-176 Chassis List](#)

[02-176 Campaign Letter](#)

[02-176 Adhesive Application Procedure](#)

Authored by D. Cook

Select the date.

CAMPAIGN LETTER

This notice applies to your vehicle. Your VIN(s) can be found on the bottom or back of this page.

Subject: 02-176: Model 579 A-Pillar Fairing Adhesive Failure
EXPIRATION DATE: 3/1/2024

Dear Peterbilt Customer,

Peterbilt is pleased to inform you that certain Model 579 vehicles are eligible to receive new A-pillar fairing adhesive. The new A-pillar adhesive will improve the bond between the cab structure and the A-pillar fairing.

What is Peterbilt improving?

Peterbilt is adding adhesive to the A-pillar fairing.

What will this improvement do?

This will improve the bond between the cab structure and the A-pillar fairing.

What should you do?

Contact your dealer to schedule an appointment.

Please contact a Peterbilt dealership to schedule an appointment for this improvement. To find your Peterbilt dealer, please visit the Dealer Locator at www.Peterbilt.com or scan the QR code. When contacting your Peterbilt dealer, refer to campaign 02-176: Model 579 A-Pillar Fairing Adhesive Failure and the VIN(s) listed in this letter. The work for this improvement will take approximately 1 hour of labor depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed within standard warranty or by March 1, 2024, whichever is later.

We look forward to the opportunity to deliver this product improvement as part of our effort to provide the highest levels of customer satisfaction and service expertise. We value your business and appreciate your ongoing loyalty to Peterbilt and its dealer network. Industry-leading quality, performance and reliability are hallmarks of Peterbilt products, and we thank you for making Peterbilt your truck of choice.

Sincerely,



Michelle Ponsonby
Director of Customer Experience
Peterbilt Motors Company

Scan this QR code to open the
Peterbilt Dealer Locator.



Sélectionner la date

LETTRÉ DE CAMPAGNE

Cet avis concerne votre véhicule. Votre (vos) NIV(s) se trouve(nt) au bas ou au verso de la présente.

Objet : Campagne 02-176 : Défectuosité de l'adhésif du carénage du pilier en A du modèle 579
DATE D'EXPIRATION : 01/03/2024

Cher client Peterbilt,

Cher Peterbilt, nous sommes ravis de vous informer que certains véhicules de modèle 579 sont admissibles à recevoir un nouvel adhésif du carénage du pilier en A. Le nouvel adhésif du pilier en A améliorera l'adhérence entre la structure de la cabine et le carénage du pilier en A.

Qu'est-ce que Peterbilt améliore ?

Peterbilt ajoute de l'adhésif au carénage du pilier en A.

Quel effet aura cette amélioration ?

Ceci améliorera l'adhérence entre la structure de la cabine et le carénage du pilier en A.

Que devriez-vous faire ?

Communiquer avec votre concessionnaire afin de prendre rendez-vous

Veuillez communiquer avec un concessionnaire Peterbilt afin de prendre rendez-vous pour cette amélioration. Pour trouver votre concessionnaire Peterbilt, veuillez consulter Dealer Locator sur www.Peterbilt.com ou balayer le code à barres. Au moment de communiquer avec votre concessionnaire Peterbilt, vous référer à la campagne 02-176 : Défectuosité de l'adhésif du carénage du pilier en A du modèle 579, ainsi qu'au(x) NIV(s) cité(s) à la présente. Le travail requis pour cette amélioration nécessitera environ 1.0 heure de main-d'œuvre selon la configuration du véhicule et la disponibilité du concessionnaire et sera effectué sans frais s'il est complété dans le cadre de la garantie de base ou avant le 1^{er} mars 2024, selon la date la plus éloignée.

Nous anticipons l'occasion qui nous est offerte de vous livrer cette amélioration de produit témoignant de l'effort que nous mettons à offrir les plus hauts niveaux de satisfaction de la clientèle et d'expertise de service. Nous apprécions votre entreprise ainsi que votre constante fidélité envers Peterbilt et son réseau de concessionnaires. Les produits Peterbilt se distinguent en étant leader de l'industrie en matière de qualité, performance et fiabilité et nous vous remercions de faire d'un Peterbilt votre camion préféré.

Salutations



Michelle Ponsonby
Directrice du service à la clientèle
Peterbilt Motors Company

Scan this QR code to open the
Peterbilt Dealer Locator.

